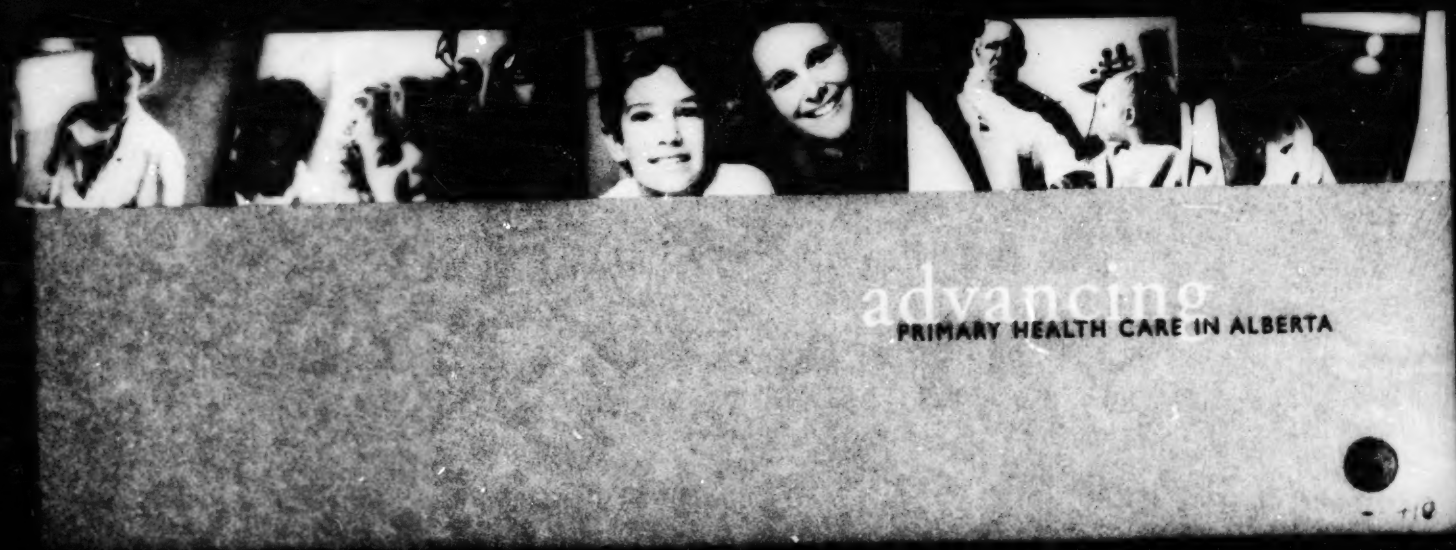
how we're [sharing the learning]

Umbrella Alberta Primary Health Care Project



what is primary health care?

Primary Health Care (PHC) is the first point of contact of individuals with the health system. At this level, health services are mobilized and coordinated to promote health, prevent illness, care for common illness and manage ongoing problems. Primary health care services include: health promotion; illness and injury prevention; screening; health information, examinations, treatment in physicians' offices; vaccinations; home visits; nutritional counselling; drug dispensing; home care and so on. They involve a variety of health professionals including family physicians, nurses, public health nurses, nurse practitioners, pharmacists, mental health therapists, rehabilitation therapists, optometrists, home care providers, social workers and others.

CONTENTS

What is Primary Health Care?

1 Introduction: About this Report

3 The Federal Health Transition Fund

3 Goals of Umbrella Alberta Primary Health Care Project

5 Part 1: Umbrella Project Dissemination Activities

6 Key Dissemination Events

9 Presentations by Umbrella Project Team

9 Publications by Umbrella Alberta Primary Health Care Project

12 Part 2: Dissemination Activities – Project by Project

13 Presentations at Provincial, National and International Events/Conferences

13 Evaluation Projects

15 Demonstration/Evaluation Projects

21 Other Dissemination Events

21 Evaluation Projects

22 Demonstration/Evaluation Projects

27 Publications by the 27 Primary Health Care Projects

27 Evaluation Projects

28 Demonstration/Evaluation Projects

31 Tools Developed

33 Outcomes from Dissemination Activities

33 Evaluation Projects

35 Demonstration/Evaluation Projects

40 Part 3: The Learning Continues

41 Health Innovation Fund (Alberta Health and Wellness)

42 Learning Through Evaluation

43 AMA Medical Services Budget (MSB) Innovation Fund

43 Alternative Payment Plan Initiative

44 Future Developments

46 Appendix: Umbrella Alberta Primary Health Care Projects and Contacts by Health Authority or Other Sponsoring Organization

49 How to Access Reports and Other Products

ISBN: 0-7785-0719-X

102-01072/

"We learned a lot and we shared a lot."
Project Leader

[introduction]

ABOUT THIS REPORT

This document — "How We're Sharing the Learning, Final Dissemination Activities Report" — describes the scope and diversity of dissemination activities carried out under the Umbrella Alberta Primary Health Care Project. The lessons learned through the 27 evaluation and demonstration projects are building blocks in the move to a more integrated health system with a focus on primary health care. Sharing the project findings — what worked and what didn't work and what lessons can be drawn — will inform the next steps in the advancement of primary health care.

This learning, combined with that of other provinces, offers a unique opportunity to continue development of innovative ways to improve access and the delivery of primary health care services.

The Alberta findings are summarized in a series of publications describing the lessons learned from the Umbrella Alberta Primary Health Care Project and the 27 individual projects funded by Alberta Health and Wellness, with dollars from the federal Health Transition Fund (HTF). These publications are listed on Page 9.

"Change in health care requires a fair amount of education and listening."

Director, community health centre

More detailed information can be found in the final evaluation report of the Umbrella Alberta Primary Health Care Project, the 27 independent evaluation reports and the 27 project reports. These publications and others are listed project by project, starting on Page 27 and are available in their entirety on the Alberta Health and Wellness website. The Appendix contains a list of these organizations and their project contacts.

Much of the dissemination has already taken place — at events such as an Alberta showcase conference, national and provincial conferences, meetings of professional organizations, workshops and seminars, and local and regional meetings. A number of projects were invited to give presentations across Canada at five major national dissemination events. All of these events are described throughout this report.

"Governments will be able to use the outcomes of pilot and evaluation projects to help determine the next steps in reforming the Canadian health system."

About the Health Transition Fund, Health Canada, 1997

THE FEDERAL HEALTH TRANSITION FUND

The Umbrella Alberta Primary Health Care Project was conducted by Alberta Health and Wellness with funding from Health Canada through the federal Health Transition Fund. The four-year mandate (1997–2001) of the federal $150-million fund was to support projects across Canada to test and evaluate innovative ways of delivering and improving the delivery of health care services. It focused on four areas:

- **Home care.**
- **Pharmacare.**
- **Primary health care reform.**
- **Integrated delivery of services.**

The goals of the national, provincial and territorial projects were to provide evidence that would help determine which approaches for continued reform and improvement of the health system worked best and were feasible for implementation, and to share that learning widely.

GOALS OF UMBRELLA ALBERTA PRIMARY HEALTH CARE PROJECT

The Umbrella Alberta Primary Health Care Project started in April 1998, with the goal of advancing primary health care. It enabled regional health authorities and others in Alberta to develop, implement and evaluate innovative ways to improve access and the delivery of primary health care services, and to share their learning widely in order to:

- **Inform primary health care practice in Alberta and Canada.**
- **Inform future policy development.**

The 27 funded projects represented a balance between rural and urban settings, as well as a variety of approaches and models. Some were enhancements or evaluations of existing primary health care approaches/models, while others involved implementation and evaluation of new projects.

"Evaluation is what we do here now."

Primary Health Care Team Leader in community health centre

"For us, primary health care encompasses much more than treating the illness or injury that people have. It's trying to meet people's health needs, whether those have to do with promotion, prevention, treatment or rehabilitation, and trying to do that within the context of how they are living their lives."

Marion Relf, Site Director, Northeast Community Health Centre, Edmonton

Priority on Evaluation

Independent evaluation of each of the 27 Alberta primary health care projects was a key priority to ensure rigorous, credible learning to advance primary health care.

An evaluation management team was contracted to oversee the independent evaluation of the 27 projects and to report on overall findings.

The evaluation addressed project learning, including process, outcomes, and the six national dimensions of inquiry: access to services, quality of services, integration of services, cost-effectiveness, impact on populations and transferability.

UMBRELLA PROJECT
DISSEMINATION ACTIVITIES

[umbrella project] dissemination activities

KEY DISSEMINATION EVENTS

Alberta Showcase Conference, November 21–22, 2000

More than 260 delegates gathered in Calgary on November 21, 2000, to share experiences and learning from the 27 primary health care projects.

The conference, called "Advancing Primary Health Care in Alberta," opened with an address by Gary Mar, Alberta Minister of Health and Wellness, who spoke about the wealth of information gained from the 27 projects. National and international keynote speakers included Dr. Duncan Sinclair, School of Policy Studies, Queen's University; and Dr. Jonathan Shapiro, Professor, University of Birmingham.

During the conference sessions, various aspects of primary health care were explored, such as client-centred information management, roles of physicians and nurses, costs and benefits, access and multi-disciplinary teams. Key learning from several projects was presented within each session, giving participants the chance to consider the results from several perspectives.

The conference included a gallery representing the 27 projects and their learnings.

"The projects. . .have provided a **unique opportunity** to build on an increasing trend to keeping Canadians well."

Gary Mar, Alberta Minister of Health and Wellness

Delegates evaluated the conference as an overall success, with many indicating that they connected with people who could be a resource, and that they gained practical information. The resources developed by the Umbrella Project were viewed as excellent.

Published proceedings from the conference are available in a document entitled: ***Advancing Primary Health Care in Alberta: Sharing the Learning. November 21–22, 2000, Calgary. Showcase Conference Proceedings.*** (Stock Number NCN54).

National Dissemination Events

The Alberta primary health care projects drew significant interest from across Canada. A considerable number of Alberta projects were invited to make presentations at national dissemination events. Feedback was very positive, and Alberta presenters noted that there is a ready audience for what had been learned in this province.

Five national dissemination events (**Health Transition Fund: Sharing the Learning**) were held in five regions of Canada, and the Alberta projects that presented at them are as follows:

Toronto (April 11, 2001)

- Plenary: The Umbrella Alberta Primary Health Care Project.
- Evaluation of the Usefulness of Telehealth in Providing Enhanced Primary Health Care Services to Remote Northern Communities Project.
- Strengthening Multi-disciplinary Primary Health Care Teams in Coordinated Disease Prevention and Management Project.

Montreal (April 23, 2001)

- Misericordia Health-Lifestyle Improvement Education Centre Project.

"Primary health care reform has the potential to generate considerable savings to the health system."

Keynote address by Dr. Duncan Sinclair, School of Policy Studies, Queen's University

Winnipeg (May 7 – 8, 2001)

- Plenary: The Umbrella Alberta Primary Health Care Project.
- Healthy Families Project — Capital Health Region.
- Evaluation of the Usefulness of Telehealth in Providing Enhanced Primary Health Care Services to Remote Northern Communities Project.

Vancouver (May 27 – 28, 2001)

- Plenary: The Umbrella Alberta Primary Health Care Project.
- Community Outreach in Pediatrics/Psychiatry and Education Program (C.O.P.E.): A School-based Primary Care Initiative.
- Healthy Families Project — Capital Health Region.
- Lakeland Integrated Community-based Palliative Care Project.
- Northeast Community Health Centre (Demonstration and Evaluation Project).
- Primary Health Care Collectives: Improving the Quality of Medication Use in the Community Project.

Moncton (May 27 – 28, 2001)

- Community Outreach in Pediatrics/Psychiatry and Education Program (C.O.P.E.): A School-based Primary Care Initiative.
- Integrating the Services of the Nurse Practitioner in the Inner City: Evaluation of Enhanced Services at CUPS Community Health Centre Project.
- Healthy Families Project — Capital Health Region.
- Primary Health Care Collectives: Improving the Quality of Medication Use in the Community Project.
- Enhancing Primary Care of Palliative Cancer Patients Project.

PRESENTATIONS BY UMBRELLA PROJECT TEAM

- Numerous presentations to management and regional health authorities.
- Evaluation workshop for funded projects, September 1998.
- Dissemination workshop for funded projects, April 2000.
- Canadian Evaluation Society, "Evaluation: An Essential Component," Toronto, May 1999.
- Canadian Evaluation Society Conference, "The Odyssey Continues," Banff, May 2001.
- Strategic Directions: Healthy Aging and Continuing Care in Alberta. The Best Practices Conference, Calgary, June 2001: Presentation of video "Advancing Primary Health Care in Alberta: Sharing the Learning."

PUBLICATIONS BY UMBRELLA ALBERTA PRIMARY HEALTH CARE PROJECT

- Advancing Primary Health Care in Alberta. Final Evaluation Report (Howard Research and Instructional Systems Inc.).
- Advancing Primary Health Care in Alberta: Sharing the Learning (Booklet).
- Advancing Primary Health Care in Alberta: Sharing the Learning (Video).
- Integration: Lessons Learned (Booklet) (Stock Number NCN47).
- Primary Health Care as a Model: Lessons Learned (Booklet) (Stock Number NCN48).
- Multi-disciplinary Teams: Lessons Learned (Booklet) (Stock Number NCN49).
- Access: Lessons Learned (Booklet) (Stock Number NCN50).
- Quality: Lessons Learned (Booklet) (Stock Number NCN51).
- Primary Health Care Newsletters (Stock Number NCN52).
- How We're Sharing the Learning-Final Dissemination Activities Report. Umbrella Alberta Primary Health Care Project (Stock Number NCN53).

There is a move towards a more integrated system for health with a focus on primary health care, including promoting health, preventing illness and injury, and caring for those who are ill. What worked in the 27 projects, what didn't work and what lessons can be drawn for the continued reform and advancement of primary health care are identified in the reports and publications identified in this document.

- Advancing Primary Health Care in Alberta: Sharing the Learning. November 21 – 22, 2000, Calgary. Showcase Conference Proceedings. (Stock Number NCN54).
- Primary Health Care: Six Dimensions of Inquiry (Howard Research and Instructional Systems)

AWARD

The Umbrella Alberta Primary Health Care Project team won **a 2001 Premier's Silver Award of Excellence.**

WEBSITES

The Umbrella Alberta Primary Health Care Project has extensive web pages on the Alberta Health and Wellness website. Many of the key documents by the Umbrella Project, the 27 primary health care projects and the independent evaluators are available in their entirety on the website: **www.health.gov.ab.ca/key/phc/index.htm**

Information on the federal Health Transition Fund is also included on the Health Canada website: **www.hc-sc.gc.ca/htf-fass.** Information on the approximately 150 funded national, provincial and territorial projects in the four priority areas under the mandate of the Health Transition Fund are included. Key learning from a major synthesis of all the learning from these projects will be included on this website.

The Face of Primary Health Care — Natasha: A Case for Change

Natasha was a recent immigrant to Canada, raising her two young children on her own with limited financial resources. When Natasha brought her daughter to the Northeast Community Health Centre (NECHC) Community Asthma Care Centre, the nurse educator discovered that there were health problems that extended far beyond the child's asthma.

The Asthma Centre made sure that Natasha and her children were seen by a family physician on site. Then the centre's occupational therapist for school-aged children was able to teach Natasha's daughter to take deep breaths, which helped her to use her asthma medication appropriately.

The nurse educator found that the child was not getting enough calcium, a complication of her disease and medications. The nurse educator called on the centre's dietitian who explored with the child and the mother alternate sources of calcium and explained why calcium was an important part of the child's diet. The dietitian and the nurse educator discovered that the family's financial difficulties were a barrier to improving their health status.

The centre's social worker was able to help the mother more effectively manage her limited financial resources.

Through subsequent visits to the centre, the mother addressed her own depression with the assistance of the centre's mental health nurse and received help in dealing with her son's behavioural problems. These services made a tremendous difference in the family's health.

Marion Relf, Site Director, Northeast Community Health Centre

DISSEMINATION ACTIVITIES – PROJECT BY PROJECT

[dissemination activities] project by project

The project-by-project information in Part 2 is based on dissemination reports prepared by health authorities and other participating organizations. A few projects did not undertake formal dissemination activities.

PRESENTATIONS AT PROVINCIAL, NATIONAL AND INTERNATIONAL EVENTS/CONFERENCES

Presentations by Alberta projects at the five national dissemination events are listed on Pages 7-8.

Evaluation Projects

8th and 8th Health Centre Evaluation Project (Calgary Health Region)

- Alberta Showcase Conference, Calgary, November 2000.
- Health for All by the Year 2000 Conference, Ottawa, October 2000: Presentation of findings.

Airdrie Regional Health Centre Evaluation Project (Calgary Health Region)

- Alberta Showcase Conference, Calgary, November 2000.
- Health for All by the Year 2000 Conference, Ottawa, October 2000: Presentation of findings.

Evaluation of a Primary Health Care Clinic According to the Primary Health Care Parameters of First Contact, Longitudinality, Comprehensiveness and Coordination (Calgary Health Region)

- Forum 2000 — National Scientific Assembly of the College of Family Physicians, October 2000: Poster presentation.
- Alberta Showcase Conference, Calgary, November 2000.
- North American Primary Care Research Groups, Amelia Island, Florida, November 2000: Poster presentation.

"Providers who traditionally work in isolation from each other, need to come together as members of the multi-disciplinary team, each of whom has a unique and complementary role to all the others...in order to address a person's total health needs."

Director, Calgary Health Region

Evaluation of the Alexandra Community Health Centre (Alexandra Community Health Centre)

- Alberta Showcase Conference, Calgary, November 2000.

Evaluation of the Healthy Okotoks Project (Headwaters Health Authority)

- Alberta Showcase Conference, Calgary, November 2000.
- Alberta Public Health Association Conference, Red Deer, June 2001: Presentation of abstract.

Evaluation of Urban Patients' Choice of an Emergency Department as Their First Contact with Primary Health Care Services (Calgary Health Region)

- College of Family Physicians of Canada, Ottawa, October 2000: Project presentation.
- Alberta Showcase Conference, Calgary, November 2000.
- Initiatives in Nursing Research, Calgary, May 2001: Project presentation.

"Everyone from a child to the elderly can come here and have their needs met. If it's an emergency, it's here. If you need a family physician, it's here. If they need to see someone like me in mental health, it's here, all under one roof."

Mental Health Therapist, community health center

Demonstration/Evaluation Projects

Community Outreach in Pediatrics/Psychiatry and Education Program: A School-based Primary Care Initiative (C.O.P.E.) (Calgary Board of Education/Calgary Health Region)

- National Assembly of School Health, Detroit, June 2000: "Discussion of Preliminary Outcomes."
- National Conference on Advancing School-based Mental Health Services, Atlanta, September 2000: "Overview of Model and Presentation of Preliminary Research Findings."
- Alberta Showcase Conference, Calgary, November 2000.
- Canadian Association of Pediatric Hospitals, November 2000: "Key Findings of C.O.P.E. and Policy Implications in the Canadian Context."

Elnora Primary Health Care Project (David Thompson Health Authority)

- Alberta Showcase Conference, Calgary, November 2000.
- Alberta Public Health Association Conference, Red Deer, June 2000: Abstract presented.

Enhancing the Primary Care of Palliative Cancer Patients Project (Calgary Health Region)

- 13th International Congress on Care of the Terminally Ill, Montreal, September 2000: (1) "Sedation for Intractable Symptoms in Palliative Care: Do CPGs Improve Care?" (2) "Educational Needs Assessment: A 360° Evaluation."
- Family Medicine Forum 2000, Ottawa, October 2000: "Implementation of Clinical Practice Guidelines (CPGs) for Sedation of Intractable Symptoms in Palliative Care — Challenges and Successes.
- Palliative Care Conference: Education and Research Days, Edmonton, October 2000: "Communicating Clinical Information to Family Physicians."

The entire school system in Minneapolis, Minnesota, has asked for a workshop so they can implement a C.O.P.E. model in their schools. The final report was sent to every school division across Alberta and also to school trustees.

Community Outreach in Pediatric/Psychiatry and Education Program: A School-based Primary Care Initiative (C.O.P.E.) Dissemination Report

"People are starting to feel comfortable with the nurse that comes to the [Metis] settlement so they are more in touch with the health care system. People are feeling they've found a door that they can enter to get involved with improving their family's health, looking after their children better."

Metis Settlement Chairperson

- Alberta Cancer Board Annual Research Meeting, Banff, November 2000:
  - "Sedation for Intractable Symptoms in Palliative Care: Do CPGs Improve Care?"
  - "Oncologists and Palliative Care: A 360° Needs Assessment Approach to Assess Learning Needs."
  - "Communicating Clinical Information to Family Physicians."
- "Communication and Coordination amongst Oncologists, Family Physicians, Home Care Nurses and Palliative Cancer Patients and Families."
- Alberta Showcase Conference, Calgary, November 2000.
- Canadian Palliative Care Association Conference, Victoria, October 2001: (1) "Improving the Management of Delirium." (2) "Barriers to the Appropriate Use of Palliative Sedation."

Evaluation of the Usefulness of Telehealth in Providing Enhanced Primary Health Care Services to Remote Northern Communities (Keeweetinok Lakes Regional Health Authority)

- Alberta Showcase Conference, Calgary, November 2000.

Health for All Project (Metis Settlement Project) (Lakeland Regional Health Authority)

- Alberta Showcase Conference, Calgary, November 2000.
- Alberta Public Health Association Conference, Red Deer, June 2001: Project presentation.

Healthy Families Project — Capital Health Region (Capital Health Authority)

- Alberta Showcase Conference, Calgary, November 2000.
- Family and Community Social Services Conference — Doing What Makes Sense, Red Deer, November 2000: Poster presentation on program outcomes and model.

"My role as settlement nurse has a very strong **health promotion** component to it. We're not just talking about people coming to me because they're sick; we're talking about **people coming because they want to** — for example, they know their family has a strong history of diabetes and they want some screening to know if they need to be watching what they're doing."

Public Health Services Leader

- **Fostering Resiliency in Children's Mental Health Conference, Calgary, November 2000: Poster presentation.**
- **Canada Prenatal Nutrition Program and Community Action Program for Children, Health Canada: Plenary address on best practice and service delivery for at-risk families at joint conference on "Children and Families — Celebrating Strengths."**
- **Community-University Partnership for the Study of Children, Youth and Families, May 2001: Panel presentation about undertaking research and evaluation in community-based programs for vulnerable families. (Simultaneous broadcast connecting conferences in Edmonton, Vancouver, Montreal and Fredericton with national Early Years conference in Ottawa.)**

Healthy Families Project — WestView (WestView Regional Health Authority)

- **Alberta Showcase Conference, Calgary, November 2000.**

Immunization: Barriers, Client Characteristics and Current Services Within a Northern Health Authority Project (Keewetinok Lakes Regional Health Authority)

- **Canadian Public Health Association Conference, Ottawa, October 2000: Presentation on "Barriers to Immunization."**
- **Alberta Showcase Conference, Calgary, November 2000.**
- **National Immunization Conference, Halifax, December 2000: Presentations on "Barriers to Immunization" and "Client Characteristics — A Comparison of Those Who Do and Do Not Immunize Their Children on Schedule."**

"I would have lost my son that day if it hadn't been for Healthy Families. I don't know of anything else that is remotely like it anywhere."

Mother in Healthy Families Program, Capital Region

Integrating the Services of the Nurse Practitioner in the Inner City Project, CUPS Community Health Centre (Calgary Urban Project Society)

- Alberta Showcase Conference, Calgary, November 2000.

Lakeland Integrated Community-based Palliative Care Project (Lakeland Regional Health Authority)

- International Congress on Care of the Mentally Ill, Montreal, September 2000: Conference/poster presentations.
- 12th Annual Palliative Care Conference, Edmonton, October 2000: Conference/poster presentations.
- Alberta Showcase Conference, Calgary, November 2000
- Palliative Care, Weaving the Science into the Art, Humber College, Toronto, April 2001: Oral paper presentation.

Documents were forwarded to parties interested in the palliative care component of the project from Australia, the United States and across Canada (both urban and rural areas).

Lakeland Regional Health Authority Dissemination Report

Northeast Community Health Centre Project (Demonstration and Evaluation) (Capital Health Authority)

- Alberta Showcase Conference, Calgary, November 2000.
- 2001 Nursing Leadership Conference, Ottawa, February 2001: "Realignment through Integrated Primary Health Care."
- Alberta College Social Workers Conference, Calgary, March 2001: "Evaluation of the Northeast Community Health Centre."
- Canadian Evaluation Society Annual Meeting, May 2001: "Formative Evaluation: A Formula for Success."
- Alberta Public Health Association Annual Meeting, Red Deer, June 2001: "Primary Health Care in Action."
- Canadian Public Health Association Annual Meeting, Saskatoon, October 2001: Abstract accepted.

The Northeast Community Health Centre is based on a model of the delivery of primary health care by a multi-disciplinary team whose members (diverse health professionals) work together to address the complex health and social needs of individuals and families.

"I love it [my practice] because of the multi-disciplinary aspect. It's nice to be able to be part of a team, not just deal with the medical aspect in isolation. . .[and] because the nurse practitioner can see the more straight-forward cases, [the physician] can see the more complex people with heart disease, complicated hypertension, arthritis."

Physician, community health centre

Primary Health Care Collectives: Improving the Quality of Medication Use in the Community Project (Faculty of Pharmacy and Pharmaceutical Sciences, University of Alberta)

- Alberta Pharmaceutical Association Annual Meeting, Edmonton, June 2000: Project presentation.
- Canadian Pharmacists Association Annual Meeting, Saskatoon, June 2000: Project presentation.
- Registered Nurses Association of Ontario, Health for All by the Year 2000? Primary Health Care: Meeting the Challenge, Ottawa, October 2000: Project presentation.
- Alberta Showcase Conference, Calgary, November 2000.

Primary Health Services Initiative (Rural) (East Central Health Authority)

- Meetings of the Rural Health Research Consortium and the Canadian Coalition for Agriculture Safety and Rural Health: Exploring the Issues, Making the Connections, October 2000. Abstract ("Rural Primary Health Services Model") was accepted as a poster presentation.
- Alberta Showcase Conference, Calgary, November 2000.
- 2000 Canadian Farm Safety and Health Conference, Ottawa, October 2000: Project presentation.

Repositioning of Services Project (Calgary Health Region)

- Alberta Showcase Conference, Calgary, November 2000.

"Because I don't understand lots of English, she [the cultural health broker] translates for me. She's from my culture and it's nice to have someone from your culture to help you."

New Canadian speaking about the importance of the cultural health broker who walked her through the health system

Rural Primary Health Care Pilot Project (Health Authority 5)

- Alberta Showcase Conference, Calgary, November 2000.

Shared Mental Health in Primary Care Practice (Calgary Health Region)

- Canadian Psychiatric Association Annual Conference, Victoria, October 2000: Poster presentation.
- Family Physician Conference, Ottawa, October 2000: Poster presentation.
- Alberta Showcase Conference, Calgary, November 2000.

Strengthening Multi-disciplinary Primary Health Care Teams in Coordinated Disease Prevention and Management Project (Calgary Health Region)

- Family Medicine Forum 2000, Ottawa, October 2000: Poster presentation "Evidence-based Multi-disciplinary Team Management of Diabetes in Your Practice."
- Alberta Showcase Conference, Calgary, November 2000.

"The earlier we catch them, the better. We attend to their problems so that when they enter kindergarten, they have been identified and already have worked with a speech language pathologist to address some of their needs. That will limit some other learning disabilities later on. It's very primary, it's preventive."

Magda Marais, Speech Language Pathologist, mobile primary health care team in rural area

"There's a pharmacy [mobile] that will bring in medication now every Thursday and that's just wonderful. We have no drugstore here and no way of getting drugs but now we can get them through the pharmacy."

Patient, rural area

OTHER DISSEMINATION EVENTS

Evaluation Projects

8th and 8th Health Centre Evaluation Project (Calgary Health Region)

- Meeting of representatives of joint health centres, Edmonton, November 2000: Dissemination of findings from evaluation project.
- Rehabilitation Research Centre, University of Alberta, Edmonton, January 2001: Literature review of existing performance measures conducted by Rehabilitation Research Centre and presentation of findings.
- Performance Indicators Working Group, March 2001: Development of joint performance indicators for six health centres (Northeast Community Health Centre, Boyle McCauley, 8th and 8th, Airdrie, CUPS and Alexandra) collaborating in finding common approaches to establishing accountability measures.

Airdrie Regional Health Centre Evaluation Project (Calgary Health Region)

- Meeting of representatives of joint health centres, Edmonton, November 2000: Dissemination of findings from evaluation project.
- Performance Indicators Working Group, March 2001: Development of joint performance indicators for six health centres (Northeast Community Health Centre, Boyle McCauley, 8th and 8th, Airdrie, CUPS and Alexandra) collaborating in finding common approaches to establishing accountability measures.

Evaluation of the Healthy Okotoks Project (Headwaters Health Authority)

- Development and hosting of website specific to each target group including researchers, health practitioners and community members: www.foothillsbiz.com/hoc.htm.
- Various community events, meetings and gatherings of primary health practitioners: tabletop display and poster presentation.

Evaluation of a Primary Health Care Clinic According to the Primary Health Care Parameters of First Contact, Longitudinality, Comprehensiveness and Coordination (Calgary Health Region)

- Family Medicine Rounds, Department of Family Medicine, Calgary Health Region: Project presentation (broadcast on Telehealth throughout southern Alberta).
- Academic Family Medicine Research Rounds: Project presentation.
- Senior Management Committee, Calgary Health Region: Project presentation.

Program Evaluation of Diabetes Centres in the Capital Health Region (Capital Health Authority)

- Edmonton Section, Diabetes Professional Section, Canadian Diabetes Association, Edmonton, September 2000: Dinner speaker.
- Department of Public Health Services, Faculty of Medicine and Dentistry, University of Alberta, Edmonton, November 2000: Presentation.
- Faculty of Nursing, University of Alberta: Speaker at Margaret Scott Research Day.

Demonstration/Evaluation Projects

Community Outreach in Pediatrics/Psychiatry and Education Program (C.O.P.E.): A School-based Primary Care Initiative (Calgary Board of Education/Calgary Health Region)

- Calgary Board of Education, Calgary, February 2000: "Update on C.O.P.E. — Key Findings and Next Steps."
- Alberta College of School Superintendents, Policy and Planning Forum, Calgary, November 2000: "Overview of the C.O.P.E. Program — Implications for School Settings across Alberta."

"Because there is a whole range of factors that can influence health, it is important that there's a whole range of different professionals providing primary health care, and they all need to be working together in an integrated way."

Dr. Gerry Predy, Chief Medical Officer, Capital Health Region, Edmonton

"I get a chance to meet children at the earliest possible point which is at the schoolhouse door. And as a physician, I think my job is to prevent serious illnesses from happening, whether they be medical illnesses or mental health disorders. And if I can't prevent them, I know that it makes a difference in getting to kids as early as possible."

Dr. Margaret Clarke, Pediatrician and Medical Director of C.O.P.E.

- Student Health Partnership Steering Committee, Calgary Rocky View Region, Calgary, December 2000: "Integration of the C.O.P.E. Program into the Student Health Partnership."

Enhancing the Primary Care of Palliative Cancer Patients Project (Calgary Health Region)

- University of Calgary, Department of Family Medicine, Research Group, Calgary, February 2000: "Enhancing Primary Care of Palliative Cancer Patients: Results of an Audit on Sedation for Intractable Symptoms."
- Tom Baker Cancer Centre, Grand Rounds, Calgary, February 2001: "Enhancing Primary Care for Palliative Cancer Patients: Education and Communication Issues."
- Regional Palliative Care Rounds, Calgary, May 2001: "Sedation for Intractable Symptoms in Palliative Care: Results of a Chart Audit."
- Distribution of project summary and questionnaire to participants who requested them: Communication Project — 42 copies to physicians; Education Project — 38 copies to physicians, 20 to community care coordinators; Sedation Project — 69 copies to physicians, 31 to community care coordinators.

Evaluation of the Usefulness of Telehealth in Providing Primary Health Care Services in Remote Northern Communities Project (Keeweetinok Lakes Regional Health Authority)

- Keeweetinok Lakes Regional Health Authority stakeholders: Presentations to Research Committee and Board.

Health for All Project (Metis Settlement Project) (Lakeland Regional Health Authority)

- Meetings with four Metis Councils and CHC #5: Discussion of project success and showcase project display.

Healthy Families Project — Capital Health Region (Capital Health Authority)

- Capital Health Authority board meeting, Edmonton, April 2001: Project displays.
- Community Health Services, Edmonton, May 2001: Presentation on outcomes of evaluation.
- Success by 6® Council of Partners, May 2001: Presentation on outcomes of evaluation.
- Alberta Home Visitation Network Association, meetings in 2000 and 2001: Regular updates, including a discussion on evaluation.

Healthy Families Project — WestView (WestView Regional Health Authority)

- Edson interagency meeting: Project presentation.
- West Yellowhead Child and Family Services Authority: Presentation to Community Advisory Council.
- Training sessions provided in various parts of Alberta.

Immunization: Barriers, Client Characteristics and Current Services Within a Northern Health Authority Project (Lakeland Regional Health Authority)

- Alberta Nurses Working Group on Communicable Diseases, September 2000: Presentation of summary of report findings.

Lakeland Integrated Community-based Palliative Care Project (Lakeland Regional Health Authority)

- Public information: Region-wide media releases, information sessions on local television channel.

"As there is a whole range of factors that can influence health, it is important that there's a whole range of different professionals providing primary health care, and they all need to be working together in an integrated way."

Dr. Gerry Predy, Chief Medical Officer, Capital Health Region

Northeast Community Health Centre (Demonstration and Evaluation Project) (Capital Health Authority)

- Community Health Care and Public Health Senior Management Team, October 2000: Presentation on key findings.
- Capital Health Executive, Edmonton, October 2000: Presentation on key learnings.
- Meeting of representatives of joint health centres, Edmonton, November 2000: Dissemination of findings from evaluation project.
- Family Health Council, December 2000: Project presentation.
- Capital Health Board, Edmonton, January 2001 and Northeast Community Health Centre Community Consultation Committee, February 2001: Presentations of "Primary Health Care in Alberta" video and project display.
- Faculties of Social Work and Nursing, University of Alberta and Centre for Health Promotion: Project presentations.
- Performance Indicators Working Group, March 2001: Development of joint performance indicators for six health centres (Northeast Community Health Centre, Boyle McCauley, 8th and 8th, Airdrie, CUPS and Alexandra) collaborating in finding common approaches to establishing accountability measures.

Primary Health Care Collectives: Improving the Quality of Medication Use in the Community Project (Faculty of Pharmacy and Pharmaceutical Sciences, University of Alberta)

- David Thompson Regional Health Authority Home Care and Pharmacy Directors, January 2001: Project presentation.
- Chinook Regional Health Authority, February 2001: Project presentation.
- Edmonton Journal, May 2001: Newspaper article.

"The Northeast Community Health Centre is **breaking new ground** in the integration of services and programs to **maximize client-centred care.** A critical component of Northeast Community Health Centre is our extensive formative and summative evaluation that affords regular review and shaping of operations and a mechanism to measure impact on population health status.

Capital Health Dissemination Report

Primary Health Services Initiative (Rural) (East Central Health Authority)

- Rural Health Research Consortium, October 2000: Poster presentation.
- Video to provide a visual reference for residents on principles of primary health services and how the services evolved within the four communities and surrounding areas.
- Two separate sets of posters developed depicting primary health services within East Central Health Authority.

Repositioning of Services Project (Calgary Health Region)

- "Advancing Reform of Primary Health Care in Calgary": Workshop for Calgary-area participants in primary health care projects to share findings, develop linkages, identify commonalities between projects and build on work done.

Rural Primary Health Care Pilot Project (Health Authority 5)

- Cremona Village Council and community members: Project presentation
- Newsletter for region.
- Articles in local newspapers.

Shared Mental Health in Primary Care Practice Project (Calgary Health Region)

- Alberta Medical Association Medical Services Budget Sub-committee, Edmonton, February 2000: Presentation on development of an alternative payment plan.
- All-Day Colloquium, Calgary, December 2000: Present results of Share Care Project, invite feedback for recommendations in final report and provide an ongoing development opportunity for participants.

Strengthening Multi-disciplinary Primary Health Care Teams in Coordinated Disease Prevention and Management Project (Calgary Health Region)

- "Advancing Reform of Primary Health Care in Calgary": Workshop for Calgary-area participants in primary health care projects to share findings, develop linkages, identify commonalities between projects and build on the work done.
- "Dissemination Workshop for diabetes and osteoarthritis team members": Share and discuss presentations or other work undertaken by various project participants during the dissemination phase.

PUBLICATIONS BY THE 27 PRIMARY HEALTH CARE PROJECTS

Independent evaluations were conducted for all 27 projects, as well as an overall evaluation for the Umbrella Alberta Primary Health Care Project. These reports, as well as project reports, are available in their entirety on the Alberta Health and Wellness website: **www.health.gov.ab.ca/key/phc/index.htm**

Evaluation Projects

Evaluation of the Healthy Okotoks Project (Headwaters Health Authority)

- Project abstract.

Evaluation of Urban Patients' Choice of an Emergency Department as Their First Contact with Primary Health Care Services Project (Calgary Health Region)

- Project synopsis prepared for key stakeholders and to provide a succinct document focusing on findings to meet requests for information by external professional or medical personnel.

"It's like a whole new relationship and friendship has developed. I even felt it today when we were out [at the Metis settlement]. It's really positive that they see us and we see them in a totally different light than we did a year ago."

Public Health Services Leader

- Project fact sheet: Lay version of project summary.
- Project summary information distributed by:
  - "E-Lines," an electronic newsletter: Produced weekly and distributed to 6,000 participants within the Calgary Health Region.
  - "Vital Signs," a newsletter reaching more than 2,150 community physicians.
  - "Frontlines," a newsletter presented internally within the Calgary Health Region for physicians, nurses and support staff.
  - The Calgary MD News Digest, a new publication targeting physicians.

Program Evaluation of Diabetes Centres in the Capital Health Region (Capital Health Authority)

- American Association of Diabetes Educators Annual Conference, San Diego, California, August 2000: Abstract submitted.
- Canadian Diabetes Association Professional Conference, October 2001, Edmonton: Abstract submitted.
- Canadian Evaluation Society Annual Conference, Banff, Alberta, May 2001: Abstract submitted.
- Canadian Evaluation Society Journal: Article written for submission.
- The Diabetes Educator: Article submitted — "How do regional diabetes centres deliver services?"

Demonstration/Evaluation Projects

Elnora Primary Health Care Project (David Thompson Health Authority)

- Model used for enhanced primary health.
- Description of the primary health care team.
- Description of primary health care services.
- Key lessons learned from community action.
- Description of the Nurse Practitioner Collaborative Partnership Project.

Enhancing the Primary Care of Palliative Cancer Patients Project (Calgary Health Region)

- Data guidebooks describing all the data collected for the project, where the data is located and how they can be coded for analysis.

Health for All Project (Metis Settlement Project) (Lakeland Regional Health Authority)

- Project brochure and PowerPoint presentation.

Healthy Families Project — Capital Health Region (Capital Health Authority)

- Video (7-8 minutes) on Healthy Families under development, depicting a collaborative program model, integrated service delivery and outcomes for families.
- Caledon Institute of Social Policy, February 2001: Four-page article describing Healthy Families programs in three Canadian communities, linking outcomes to long-term social development and crime prevention.
- Canadian Association for Adolescent Health: Article included in September 2001 newsletter on integrated services for support of pregnant and parenting teens, development of parenting skills and promotion of healthy child development of infants.

Healthy Families Project — WestView (WestView Regional Health Authority)

- Project report.
- Project pamphlet.
- Two videos: one depicts "reflective supervision"; the other describes the program for parents or anyone who wants more information.
- Manual for training new staff for the Family Visitor role and for nurses who do the assessments.
- Newsletter article about the project: RN (April edition), published by Alberta Association of Registered Nurses.

The Metis Settlements and the Lakeland Regional Health Authority now have a greater capacity to engage in partnership projects. Working together over the past two years has enabled us to come to a greater understanding of one another as well as work together more effectively on proposal development, project management and partnership maintenance.

Health for All Project Report

"Rural communities have a very powerful 'word of mouth' network of communication. It can be extremely effective to spend time in the community at the local coffee shop, restaurant or hairdresser and talk about primary health services."

A Guide to Primary Health Services (East Central Health Authority)

Lakeland Integrated Community-based Palliative Care Project (Lakeland Regional Health Authority)

- Program Guide.
- "Communication Passport" to facilitate continuity of care between providers involved in care of a palliative patient.
- Abstract: "Lakeland's Story — The Implementation of a Rural Integrated Palliative Care Program."

Northeast Community Health Centre (Demonstration and Evaluation Project) (Capital Health Authority)

- "Evaluation of Client Satisfaction in a Community Health Centre: Selection of a Tool": Submitted to Canadian Evaluation Society Journal.
- "The Role of Formative Evaluation in Leading Change in a Primary Health Care Setting": In preparation for Primary Health Care and Research.
- "Evaluation of the Northeast Community Health Centre: First 18 Months of Service": In preparation for Canadian Evaluation Society Journal.
- "Operationalizing Primary Health Care in Canada: Edmonton's Northeast Community Health Centre": In preparation for Canadian Journal of Public Health.
- Integration of Health Services at a Community Health Care Centre: In preparation for Canadian Journal of Public Health.

Primary Health Services Initiative (East Central Health Authority)

- "A Guide to Primary Health Services."
- "Guidelines for Development of Primary Health Services."
- Primary Health Services pamphlet.
- Video: "East Central Communities in Partnership."

Rural Primary Health Care Pilot Project (Health Authority 5)

- Article prepared for professional journal covering the process and communications used for ending a pilot and integrating the activities into programs.

Strengthening Multi-disciplinary Primary Health Care Teams in Coordinated Disease Prevention and Management Project (Calgary Health Region)

- Project summary.
- Abstract of paper "Developing Multi-disciplinary Primary Health Care Teams to Sustain the Health of Populations at Risk of Chronic Disease" to be presented at Canadian Public Health Association Annual Conference, October 2001.
- "Developing Multi-disciplinary Primary Health Care Teams to Sustain the Health of Populations at Risk of Chronic Disease": Paper to be submitted to Canadian Public Health Association Journal.
- Resource Manual: Developed by Diabetes Working Group to assist team members in working with patients in the community.
- Primary Health Care Collectives: Improving the Quality of Medication Use in the Community Project (Faculty of Pharmacy and Pharmaceutical Sciences, University of Alberta)
- Video: Patient sharing her experience in a collective.

TOOLS DEVELOPED

Almost all projects developed tools, some of which follow. Those who wish more information on specific tools used in a project should contact the project representative. Contacts are listed in the Appendix.

8th and 8th Health Centre Evaluation Project (Calgary Health Region)

- Performance Indicators and Community Health Centres: An Exploratory Conversation.
- Performance Indicators for Primary Health Care: A summary of the literature.
- Performance Indicators for Primary Health Care Settings.

Inherent in the concept of accountability is the need for funding that is predictable and equitable across various settings where care is delivered and for mechanisms that promote effective and efficient management of resources.

Performance Indicators for Primary Health Care Settings

"The client **benefits** because the physician can participate fully on a multi-disciplinary team, drawing on the resources of the other health professionals and using everybody's **knowledge** to the utmost, trying to **address people's needs.**"

Site Director, community health center

Evaluation of a Primary Health Care Clinic According to the Primary Health Care Parameters of First Contact, Longitudinality, Comprehensiveness and Coordination (Calgary Health Region)

- "Reflective Family Practice: A Quality Management Workbook" (ISBN 0-9688794-0-3): Practice toolkit for primary care evaluation.

Evaluation of Urban Patients' Choice of an Emergency Department as Their First Contact with Primary Health Care Services Project (Calgary Health Region)

- Computerized Telephone Survey Tool: "Understanding How and Why People Access Primary Care When a Variety of Options are Available."

Northeast Community Health Centre (Demonstration and Evaluation Project)(Capital Health Authority)

- Client Opinion Survey (modified after Greenfield & Attkisson).
- Provider Satisfaction Survey.
- Organizational Cultural Assessment Tool (modified after Harriet Coeling).

Program Evaluation of Diabetes Centres in the Capital Health Region (Capital Health Authority)

- Theoretical models used in this study will be available for other organizations considering a multi-site evaluation of their education centres.

The Capital Health Executive Committee has recently committed resources to proceed with the development of a model and implementation plan for integrated diabetes services within the region.

OUTCOMES FROM DISSEMINATION ACTIVITIES

Not all projects reported on dissemination outcomes.

Evaluation Projects

8th and 8th Health Centre Evaluation Project and Airdrie Regional Health Centre Evaluation Project (Calgary Health Region)

- Development of performance measures or actions that each of the health centres agreed to pursue over the next few years. Measurable indicators are to be developed following validation and refinement of agreed-upon actions by decision makers with each of the health centres.
- Establishment of a steering committee, which will continue to meet to oversee evolution of the work begun through the dissemination process.
- Development of two funding proposals for submission as a response to a call for proposals to the Alberta Health and Wellness Health Innovation Fund in the fall 2001. The first proposal will address (1) further development of specific indicators for measuring health centre performance and (2) a process for monitoring and comparing performance across the health centres. A second proposal will address measurement of medical and social complexity in the populations served by the respective health centres.

Evaluation of the Healthy Okotoks Project (Headwaters Health Authority)

- Communities within various RHAs have contacted the investigators for more information about the Healthy Community process, and a presentation on this process has been requested from a community in the WestView Health Region.
- The tabletop display has been used at various local events in Okotoks.
- The website has seen a number of "hits" since it was first launched, although the site address has not yet been promoted to a great degree.

Evaluation of a Primary Health Care Clinic According to the Primary Health Care Parameters of First Contact, Longitudinality, Comprehensiveness and Coordination (Calgary Health Region)

- Dissemination of the publication, *Reflective Family Practice: A Quality Management Workbook*, is a step towards the goal of having 30 per cent of family practitioners involved in some type of shared care model.
- Workbook will be available on the Umbrella Alberta Primary Health Care Project website: **www.health.gov.ab.ca/key/phc/index.htm**
- Dissemination of results to key stakeholders is helping to influence policy development. Writers of the workbook are involved in several areas of quality management within the Calgary Health Region.
- Generation of local interest and capacity for quality management of community practices will assist in a rollout of primary care initiatives in Calgary.
- Dissemination of project results are beginning to expand interest in quality improvement within physicians' offices beyond the local level and opening discussions with organizations that have a mandate for quality of care.
- Awareness is starting to be raised through dissemination of information regarding the cost and resources necessary to add evaluation work to the processes occurring in a family medicine office. A tool has been developed to assess this costing, although it has not yet been widely disseminated.
- Dissemination of the workbook is contributing to the gradual use of standardized evaluation activities within many primary care projects in the Calgary region.

Evaluation of Urban Patients' Choice of an Emergency Department as Their First Contact with Primary Health Care Services Project (Calgary Health Region)

- Collection of a rich database, which is not available elsewhere in the region. The database can easily be used to develop area-specific health initiatives.

"The goal of C.O.P.E. is to have the **earliest identification** of children with mental health and developmental concerns."

Dr. Margaret Clarke, Pediatrician and Medical Director of C.O.P.E.

Demonstration/Evaluation Projects

Community Outreach in Pediatrics/Psychiatry and Education Program (C.O.P.E.): A School-based Primary Care Initiative (Calgary Board of Education/Calgary Health Region)

- Widespread dissemination of final report to key stakeholders in Alberta (school boards, trustees and school superintendents).
- Building capacity and knowledge regarding the efficacy of school-based medical interventions at the provincial and national levels.
- Contribution to other student health partnerships regarding lessons learned as a result of the C.O.P.E. project.

Elnora Primary Health Care Project (David Thompson Health Authority)

- Links established with other primary health care teams, especially with teams that included nurse practitioners. Knowledge gained about common challenges identified with nurse practitioners, including retention and retainment of nurse practitioners, as well as salary issues.

Enhancing Primary Care of Palliative Cancer Patients Project (Calgary Health Region)

- Interaction with a large number of stakeholder groups resulted in changes in policy and procedures in some areas. Perhaps of even more significance, there is real evidence of intent to implement more changes in the system in the near future.
- The Lung Clinic adopted the communication template for use with all palliative patients. Use of the template with other Lung Clinic patients as well as other Tom Baker Cancer Centre clinics is being considered.
- The results of the education needs assessment are used in planning educational initiatives in the Calgary area.
- The results of the sedation project led to initiatives to improve the management of delirium, which was found to be a major limiting factor in the appropriate use of sedation.

Health For All (Metis Settlement Project) (Lakeland Regional Health Authority)

- Raised awareness regionally and provincially of successful and unique partnership between four Metis Settlements and Lakeland Regional Health Authority.

Healthy Families Project — Capital Health Region (Capital Health Authority)

- The Alberta Home Visitation Initiative was announced by Alberta Children's Services in November 2000 and will provide support to develop home visitation programs such as Healthy Families in each region of Alberta.

Healthy Families Project — WestView (WestView Regional Health Authority)

- Positive and encouraging feedback received from videos, presentations, publications and a newsletter article about the project (RN, April edition, published by the Alberta Association of Registered Nurses).
- Ongoing calls received from other organizations for information, assistance and training.

Lakeland Integrated Community-based Palliative Care Project (Lakeland Regional Health Authority)

- Links established with rural partners who were previously unknown to the participants. This resulted in formation of collaborative networks with other rural palliative care programs and initiatives that share similar challenges, successes and visions.
- The project team's skills in program planning, evaluation and dissemination were strengthened. They will apply this knowledge in future endeavours.
- Dissemination activities were time-consuming and required resources that were not always easily accessible within the rural area. In future, a more comprehensive and strategic plan would be developed for project dissemination. The required resources and timelines would be outlined earlier in the project.

Palliative care in rural communities has traditionally been managed by existing health care sectors including home care, acute care, long-term care and family physicians. As the incidence of cancer increases along with the aging of the population, traditional approaches to palliative care in rural communities must be reviewed and adapted to meet the diverse physical and psychosocial needs of terminal patients and their families.

Abstract: Lakeland's Story: The Implementation of a Rural Integrated Palliative Health Care Program

"You need to tie them [diverse range of health professionals] together so that the patient can walk into a community health center like this — one-stop shopping, if you like — and have quick, efficient access to every service in a huge health organization."

Medical director, community health center

Northeast Community Health Centre (Demonstration and Evaluation Project) (Capital Health Region)

- Board and senior executive awareness of the DHC model and services at the Northeast Community Health Centre was increased through meeting reports.
- Physicians' interest in participation in the new model increased.
- Recruitment of other health professionals was enhanced by the messages about the Northeast Community Health Centre.
- Multiple health authorities within Alberta and several from outside the province conducted visits.
- Frequent phone calls and e-mails were received from others requesting advice.

Primary Health Services Initiative (Rural) (East Central Health Authority)

- Useful tools were developed to inform staff, physicians and community members about primary health services. These tools have been shared at provincial and national conferences and were viewed by participants as "superb" — especially the guide, which continues to be disseminated on request.
- Showing of the video contributed to better understanding of primary health services and a sense of pride in what communities and staff have achieved.
- The products have all been part of a communications strategy led by the communications director in East Central Health. Greater ownership has been achieved by working with staff to design and provide content expertise, although it does take time and expertise to do so.
- The products continue to be useful in evolving primary health services in East Central Health and will be shared in future with other provinces.

The primary health care project strategy of linking named primary care professionals (e.g., home care nurse, community physiotherapist, public health nurse) in teams to specific family physicians promoted improved communication and collaboration. The Calgary Health Region Home Care Program found this approach so successful that a Calgary Health Region Physician Partnership project was developed and is being implemented to link individual family physicians to a named home care nurse coordinator. This is the only health region in Alberta to implement this strategy; thus it is being followed closely by other health regions.

Project Dissemination Report

Shared Mental Health Care in Primary Care Practice Project (Calgary Health Region)

- Shared Care in Calgary expanded from the original 24 family physicians and three psychiatrists participating in the pilot project to 33 family physicians and four psychiatrists.
- A children's version of Shared Care called Collaborative Mental Health Care was created with funding from the Alberta Mental Health Board. It is now fully operational and involves child psychiatrists, pediatricians and a limited number of family physicians.
- The Alberta Mental Health Board started development of a strategy to adopt shared care on a provincial basis.

Strengthening Multi-disciplinary Primary Health Care Teams in Coordinated Disease Prevention and Management Project (Calgary Health Region)

- Family physicians outside the project have an opportunity to support the project and participate as members of the multi-disciplinary primary health care teams.
- Continued development work with key participants was enabled, ensuring future project dissemination through an expanded three-year demonstration project for a family-based model of multi-disciplinary prevention and management of chronic disease, in partnership with the Calgary Health Region, with funding from the Alberta Health Innovation Fund.

THE LEARNING CONTINUES

[the learning continues]

This section describes other **complementary initiatives.** Together with the learnings from the 27 primary health care projects described earlier in this report, these other initiatives are advancing primary health care reform.

Alberta Health and Wellness' Health Innovation Fund has funded 48 diverse and innovative projects for a total of $32.2 million from 1999-2004.

HEALTH INNOVATION FUND (ALBERTA HEALTH AND WELLNESS)

The Health Innovation Fund (HIF) was announced in March 1999 in support of the Six-point Plan for Health developed by Alberta Health and Wellness. The purpose of the HIF is to promote and facilitate health system reform as well as to encourage new and innovative ways of providing health services to Albertans.

To date, the Health Innovation Fund has funded 48 diverse and innovative projects for a total of $32.2 million over the period 1999 – 2004. Each Health Innovation Fund project is being independently evaluated. These 48 projects were selected based on their ability to:

- Improve the quality and/or efficiency of health services.
- Demonstrate innovative approaches to delivery or introduce a new health service to a different setting.
- Be sustained.
- Demonstrate/encourage partnership/collaboration in support of regional and/or provincial business plans.
- Be independently evaluated.

"The different health professionals have traditionally taken their different roles and said 'I do this and you do that and never the twain shall meet.' Primary health care is a specific idea that we work together so that everyone provides good service to the patient for his or her problem. There's not just one person that says, 'I'm all things to all people."

Dr. Tom Szabo, Medical Director, 8th and 8th Community Health Center, Calgary

Learning Through Evaluation

The key to the success of the Health Innovation Fund is capturing the learning from individual projects and leveraging this learning to foster change and improvement at the health system level. Evaluation findings from project-level inquiry will help assess the extent to which the following three primary outcomes identified for the Health Innovation Fund were achieved:

1. **The Health Innovation Fund will demonstrate or test a new approach to health service delivery that will result in improving quality, access, affordability and integration of services.**
2. **The Health Innovation Fund initiatives will have a measurable impact on the health system provincially, regionally or on the health of Albertans.**
3. **The Health Innovation Fund will produce innovation projects that can be replicated by others and will generate learning that can be applied elsewhere in the province. Experience and knowledge gained through evaluation of these projects will assist in planning by health authorities and at the provincial level.**

For more information on the Health Innovation Fund, contact:

Blair MacKinnon
Health Innovation Fund Coordinator
Alberta Health and Wellness
blair.mackinnon@gov.ab.ca
(780) 415-2839

For descriptions of the HIF projects funded and the evaluation framework used to assess these projects visit: www.health.gov.ab.ca/key/innovation.htm

AMA MEDICAL SERVICES BUDGET (MSB) INNOVATION FUND

The current agreement between the Alberta Medical Association and Alberta Health and Wellness includes a $15-million fund to provide one-time support for innovative projects.

The MSB Innovation Fund has been designed to encourage physicians and their health partners, such as regional or provincial health authorities, to deliver or enhance the provision of insured services and/or to enhance patient access to needed care. Some of the funding has been used to support initiatives such as the Relative Value Guide Commission and the Home Care Fee and innovative projects proposed by physicians and their health partners.

ALTERNATIVE PAYMENT PLAN INITIATIVE

Alberta Health and Wellness and the Alberta Medical Association are working together to encourage innovative, effective and flexible approaches to medical care delivery. To this end, they are developing Alternative Payment Plans (APPs) with interested physicians. This initiative is in keeping with the last funding agreement and is a continuation of the work begun under the Tripartite Alternative Funding Initiative in 1996. To date, there are five APPs being piloted by Alberta physicians:

- Bassano Community Health Centre APP, Bassano (started October 1998).
- Colonel Belcher Veterans Care Centre APP, Calgary (started October 1999).
- Crowfoot Village Family Practice APP, Calgary (started November 1999).
- Northeast Community Health Centre Emergency Department APP, Edmonton (started September 1999).
- Taber Integrated Primary Care Project, Taber, Chinook Health Authority (started September 1999).

Additional APPs are under negotiation with physicians across Alberta. All funded APPs are independently evaluated and their learning will be available in the future.

On September 11, 2000, First Ministers agreed that improvements to primary health care are crucial to the renewal of health services. Governments are committed to ensuring that Canadians receive the most appropriate care, by the most appropriate providers, in the most appropriate settings.

FUTURE DEVELOPMENTS

Federal, provincial and territorial governments see primary health care as an important model for future delivery of health services, and indeed, for the sustainability of the health system.

Over the next four years (2001-2005), a new federal Primary Health Care Transition Fund will inject $800 million into major primary health care initiatives across Canada. These initiatives will lead to systemic change and the development of a health system with a focus on primary health care.

Umbrella Alberta
Primary Health Care Projects
and Contacts by Health Authority
or Other Sponsoring Organization

[projects and contacts]

by Health Authority or Other Sponsoring Organization

Alberta Health and Wellness
www.health.gov.ab.ca/key/phc/index.htm

Umbrella Alberta Primary Health Care Project
W. Kaith McLaughlin
Project Leader
Federal/Provincial Relations Branch
Strategic Planning Division
Alberta Health and Wellness
18th Floor, Telus Plaza North Tower
10025 Jasper Avenue NW
Edmonton, AB T5J 2N3
kaith.mclaughlin@gov.ab.ca
Phone: (780) 415-2837
Fax: (780) 427-2511

PROJECTS BY REGIONAL HEALTH AUTHORITY

Calgary Health Region

Repositioning of Services Project
Joan McGregor, Director
Planning and Service Development
Calgary Health Region
Centre 15, 15th Floor
1509 Centre Street South
Calgary, AB T2G 2E6
joan.mcgregor@CalgaryHealthRegion.ca
Phone: (403) 303-6013
Fax: (403) 232-6157

8th and 8th Health Centre Evaluation Project
Jeanne Besner, Ph.D.
Director Research Initiatives in Nursing and Health
Calgary Health Region,
10101 Southport Road SW
Calgary, AB T2W 3N2
jeanne.besner@CalgaryHealthRegion.ca
Phone: (403) 943-0181
Fax: (403) 943-0180

Enhancing Primary Care of Palliative Cancer Patients Project
Dr. Ted Braun, Medical Leader
Regional Palliative & Hospice Care Service,
Calgary Health Region
ted.braun@CalgaryHealthRegion.ca
Phone: (403) 541-2116
Fax: (403) 541-2169

Pam Brown, Administration Leader
Regional Palliative & Hospice Care Service
pam.brown@CalgaryHealthRegion.ca
Phone: (403) 541-2117
Fax: (403) 541-2169

Calgary Health Region
1213 – 4th Street SW
Calgary, AB T2R 0X7

Evaluation of a Primary Health Care Clinic According to the Primary Health Care Parameters of First Contact, Longitudinality, Comprehensiveness and Coordination
Dr. J. S. Bergman, Medical Director
Primary Care Initiatives
Calgary Health Region,
320, 4500 – 16 Avenue NW
Calgary, AB T3B 0M6
june.bergman@CalgaryHealthRegion.ca
Phone: (403) 202-3475
Fax: (403) 202-9156

Evaluation of Urban Patients' Choice of an Emergency Department as Their First Contact with PHC Services Project
Dr. Wendy Tink, Project Manager
Calgary Health Region
UCMC North Hill
1707, 1632 – 14 Avenue NW
Calgary, AB T2N 1M7
e-mail: tink@ucalgary.ca
Phone: (403) 210-9231

Airdrie Regional Health Centre Evaluation Project
Jeanne Besner, Ph.D.
Director Research Initiatives in Nursing and Health
Calgary Health Region
10101 Southport Road SW
Calgary, AB T2W 2N2
jeanne.besner@CalgaryHealthRegion.ca
Phone: (403) 943-0181
Fax: (403) 943-0180

Community Outreach in Pediatrics/Psychiatry and Education Program: A School-based Primary Care Initiative (C.O.P.E.)
Dr. Margaret Clarke, Medical Director, C.O.P.E. Program and Division Head, Developmental Pediatrics, Calgary Health Region and Alberta Children's Hospital
margaret.clarke@CalgaryHealthRegion.ca
Phone: (403) 777-7240
Fax: (403) 777-8103

Mark Rechord, Project Coordinator, C.O.P.E. Project
01520735@3web.net
Phone: (403) 777-7240 ext. 2222
Fax: (403) 777-8103

c/o Calgary Board of Education,
Parkdale Centre, 728-32 St. NW,
Calgary, AB T2N 2V9

Shared Mental Health Care in Primary Care Practice Project
Philip Eaton, Ph.D.
Calgary Health Region
1213 – 4th Street SW
Calgary, AB T2R 0X7
philip.eaton@CalgaryHealthRegion.ca

Strengthening Multi-disciplinary Primary Health Care Teams in Coordinated Disease Prevention and Management Project
Peter Hatcher
Project Manager
Department of Public Health Services
University of Alberta
13-106 Clinical Sciences Building,
Edmonton, AB T6G 2M7
peter.hatcher@ualberta.ca
Phone: (780) 492-6545
Capital Health Authority
www.cha.ab.ca/healthalte

Capital Health Authority

Healthy Families Project – Capital Health Region (Capital Health Region)
Katherine Caine, Ph.D.
Regional Manager
Community Health Development
Capital Health Authority
Suite 300, 10216 – 124 Street
Edmonton AB T5N 4A3
kcaine@cha.ab.ca
Phone: (780) 413-7966
Fax: (780) 482-4203

Misericordia Health Lifestyle Improvement Education Centre Project
Dr. Allen E. Ausford, Family Physician
180 Meadowlark Health Centre,
Meadowlark Shopping Centre
87 Avenue & 156 Street,
Edmonton, AB T5R 5W9
a.ausford@telusplanet.net
Phone: (780) 484-7574
Fax: (780) 486-4142

Program Evaluation of Diabetes Centres in the Capital Health Region
Caroline Clark, Senior Officer
Strategic Planning and Development,
Capital Health Authority
Plaza 124
1J2 Walter Mackenzie Centre
8440 – 112 Street
Edmonton, AB T6G 2B7
caclark@cha.ab.ca
Phone: (780) 407-3020
Fax: (780) 407-7161

Northeast Community Health Centre (Demonstration and Evaluation Project)
Marion Relf, Site Director
Northeast Community Health Centre
Capital Health Authority
14007 – 50 Street
Edmonton, AB T5A 5E4
mrelf@cha.ab.ca
Phone: (780) 472-5106
Fax: (780) 472-5100

David Thompson Health Region

Elnora Primary Health Care Project
Yvonne Hoppins, Coordinator,
Elnora Community Health Centre
David Thompson Regional Health Authority
Box 659
Elnora, AB T0M 0Y0
yhoppins@dthr.ab.ca
Phone: (403) 773-3636
Fax: (403) 773-3949

East Central Regional Health Authority

Primary Health Services Initiative (Rural)
Sharon E. Jeffares
V-P of Health Services
East Central Regional Health Authority
4703 – 53 Street
Camrose, AB T4V 1Y8
sharonj@ecrha7.ab.ca
Phone: (780) 608-8806
Fax: (780) 672-5023

Headwaters Regional Health Authority

Evaluation of the Healthy Okotoks Project
Lori Anderson
Health Service Leader,
Black Diamond Okotoks
Headwater Health Authority
717 Government Road
P.O. Bag #1
Black Diamond, AB T0L 0H0
landerso@hha.ab.ca

Keeweetinok Lakes Regional Health Authority

Evaluation of the Usefulness of Telehealth in Providing Primary Health Care Services in Remote Northern Communities Project
Daria Wallston
Director of Health Services
Keeweetinok Lakes Regional Health Authority
309 – 6th Street NE
Slave Lake, Alberta T0G 2A2
dwallston@klrha.ab.ca

Immunization: Barriers, Client Characteristics and Current Services Within a Northern Health Authority Project
Valerie Baynon
Keeweetinok Lakes Regional Health Authority
P.O. Bag #1
High Prairie, AB T0G 1E0
vbaynon@klrha.ab.ca
Phone: (780) 523-6457
Fax: (780) 523-6458

Lakeland Regional Health Authority

Lakeland Integrated Community-Based Palliative Care Project
Harold James
Manager of Health Services
Lakeland Regional Health Authority
Lamont Health Centre
PO Bag #10 Lamont, AB T0B 2R0
hjames@lrha.ab.ca
Phone: (780) 895-2211
Fax: (780) 895-7305

Chantal Vallee
Regional Palliative Care Coordinator
Lakeland Regional Health Authority
Bonnyville, AB T9N 2J7
cvallee@lrha.ab.ca
Phone: (780) 812-3900
Fax: (780) 812-3904

Health for All (Metis Settlements) Project
Tracy Cowden
Manager of Health Services
Lakeland Regional Health Authority
Grand Centre Health Unit
4720 – 55 Street, Box 5244
Cold Lake, AB T9M 1V8
tcowden@lrha.ab.ca
Phone: (780) 594-4404
Fax: (780) 594-2404

Lorraine Berube
Public Health Services Leader
Lakeland Regional Health Authority
Bonnyville Health Unit
4904 – 50 Avenue
Bonnyville, AB T9N 2G4
lberube@lrha.ab.ca
Phone: (780) 826-3381
Fax: (780) 826-6470

Palliser Regional Health Authority

Brooks Cares Project
Leona Ferguson
Director of Health Services
Palliser Health Authority
Brooks Health Centre
440 – 3 Street East
Brooks, AB T1R 1B3
lferguson@pha.ab.ca
Phone: (403) 501-3262
Fax: (403) 362-6039

Regional Health Authority 5

Rural Primary Health Care Pilot Project
Cheryl Ferguson
Health Authority 5
Three Hills District Health Services
Box 340
Three Hills, AB T0M 2A0
cferguson@ha5.ab.ca
Phone: (403) 443-5355 ext. 3412
Fax: (403) 443-2207

WestView Regional Health Authority

Healthy Families Project – WestView (WestView Regional Health Authority)
Diane Pyne, Project Manager
WestView Regional Health Authority
4716 – 5 Avenue
Edson, AB T7E 1S8
diane.pyne@westviewrha.ab.ca
Phone: (780) 712-6851
Fax: (780) 723-7787

PROJECTS BY OTHER ORGANIZATIONS

Faculty of Pharmacy and Pharmaceutical Sciences, University of Alberta

Primary Health Care Collectives: Improving the Quality of Medication Use in the Community Project
Karen B. Farris, Ph.D., Principal Investigator
College of Pharmacy
The University of Iowa
Iowa City, IA 52242
kfarris@blue.weeg.uiowa.edu
Phone: (319) 384-4516
Fax: (319) 353-5646

Evaluation of the Alexandra Community Health Centre
Chris MacFarlane, Executive Director
Alexandra Community Health Centre
Calgary Regional Health Centre
922 – 9th Avenue
Calgary, AB T2G 0S4
cmacfarlane@the-alex.calgary.ab.ca
Phone: (403) 266-2622
Phone: (403) 266-0072 (Direct)
Fax: (403) 266-2692

Integrating the Services of the Nurse Practitioner in the Inner City Project, CUPS Community Health Centre (Calgary Urban Project Society)
Lorraine Melchior, Executive Director,
CUPS Community Health Centre
128 – 7th Avenue SE,
Calgary, AB T2G 0H5
cups.medical@home.com
Phone: (403) 221-8782
Fax: (403) 221-8791

The Edmonton Centre for Survivors of Torture and Trauma and the Mennonite Centre for Newcomers

Evaluation of the Edmonton Centre for Survivors of Torture and Trauma
Susan Patenaude
Community Services Manager
Mennonite Centre for Newcomers
The Edmonton Centre for Survivors of Torture and Trauma
#101, 10010 – 107A Ave
Edmonton, AB T5H 4H8
smccoy@emcn.ab.ca
Phone: (780) 423-9680
Fax: (780) 424-7736

how to access reports and other publications

The final evaluation report for the Umbrella Alberta Primary Health Care Project, the 27 independent evaluation reports, the 27 project reports and a series of major publications to share the key learning from all 27 projects are available through the Alberta Health and Wellness website in the virtual "Resource Room" and "Project Room":

www.health.gov.ab.ca/key/phc/index.htm

The publications, developed to share the learning, can be obtained by contacting the Communications Branch, Alberta Health and Wellness at (780) 427-7164.

Other reports, publications and tools listed in this document may be obtained from the sponsoring health authorities or other participating organizations. The Appendix contains a list of contacts for each project.

Alberta Health and Wellness thanks Gail Helgason and John Dodd for their contribution to the development of this report, and Vision Design Communications Inc.

Funding and support to produce this report has been provided by Health Canada through the Health Transition Fund and by Alberta Health and Wellness. The views expressed herein do not necessarily represent the official policies of Health Canada or the Government of Alberta.

NCN53
August, 2001